



OFFICE MANAGER JOB DESCRIPTION

EDUCATION:

High School diploma or equivalent required. Two-year associate degree in accounting or business preferred. Knowledge of medical terminology preferred. Valid NC Driver's License required.

EXPERIENCE:

Experience in health care, business, or secretarial work. Human resources and/or managerial experience. Excellent computer skills using Word and Excel. Experience in payroll and billing. Ability to operate standard office equipment.

ACCOUNTABILITY:

The Office Manager reports directly to the Administrator.

FUNCTIONS:

The Office Manager functions as a team member of First Choice Home Care, Inc. Smooth, efficient, ethical operation of the office (s) is the responsibility of this individual. This person consistently and accurately conducts the financial aspects of the business in compliance with federal and state regulations, Agency Policies and Procedures, and local requirements. This person directly supervises the performance of the Patient Care Coordinator and the Administrative Assistant positions.

Responsibilities include but are not limited to the following:

1. Conducts self in a professional manner maintaining the agency code of ethics.
2. Dresses in a professional manner appropriate for representing the agency and greeting visitors.
3. Knowledge of various services offered by FCHC, Inc and the requirements of each for billing compliance.
4. Knowledge of Corporate Compliance Plan, Program Integrity, Patients Rights and responsibilities, HIPAA, Agency Policies and Procedures, and federal and state regulations affecting agency business and compliance.
5. Delegates and supervises weekly payroll/billing documentation and processing to meet weekly deadline.
6. Reviews for accuracy and verifies billing/payroll weekly.
7. Generates payroll information including withholding for taxes, social security, insurances, garnishments, and other deductions.
8. Generates statements, invoices, and other required documentation on appropriate forms according to federal and state regulations for review and submission to reviewers/payers.

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9. Processes accounts receivable, maintains records of outstanding accounts and balances, collections of balances, verifies statements, computes expenses, and prepares statements for payment. Prepares and deposits payments.
9. Ensures compliance of HIPAA regulations in daily activity of office(s).
10. Shares and explains information with appropriate personnel and ensures implementation of new or changed policies and/or procedures.
11. Communicates with agency software company, Computer Support Manager, Accountant, Medicaid personnel, bank, insurance representatives, Administrator, Director, and others for processing, clarification, and problem solving.
12. Processes Workman's Comp claims and attends hearings as necessary.
13. Oversees office petty cash and supplies for appropriate usage.
14. Maintains sick and vacation time records of office employees.
15. Ensures adequate staffing of office(s) and appropriate staffing of clients.
16. Supervises, evaluates and conducts annual performance evaluations of Patient Care Coordinator and Administrative Assistant positions with Administrator review.
17. Maintains current employees and clients in various computer programs while purging terminated and discharged records.
18. Oversees scanning of discharged client and employee charts and appropriate disposal of paper records.
19. Knowledge of job responsibilities of other office personnel and ability to adequately cover in their absence and/or contact them as necessary.
20. Creates schedule and participates in after-hours On-Call responsibilities.
21. Responsible for knowledge of information in Medicaid Bulletins affecting billing.
22. Updates Director weekly of financial status.
23. Communicates with Administrator of concerns and issues.
24. Surveillance of aging reports and explanation to Director.
25. Acquires, shares, and documents knowledge of current trends and new developments through continuing education involving literature, workshops, and training seminars.

The Office Manager may be asked to perform additional duties within the scope of the job functions.

OTHER QUALIFICATIONS:

1. Able to stand, bend, stoop, squat, kneel and reach freely.
2. Able to freely lift up to a maximum of 25 pounds.
3. Able to hear, read, write, and speak clearly.
4. Able to interpret technical instructions.
5. Ability to make sound judgments regarding customer service.
6. No facial piercings, or excessive or offensive tattoos.
7. Men will be cleanly shaven or facial hair neatly trimmed.

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EVALUATIONS:

Performance evaluations are conducted by the Administrator.

I have reviewed my job description and agree to perform all duties mentioned to the best of my ability. I understand my job duties may change as the needs of the Agency change. I further agree to notify my immediate supervisor if I am unable to complete any of my job duties in a timely manner.

Signature
Office Manager

Date